

# **CFTM Case Planning / Ongoing Assessment**

## **Process Description Document**

**Prepared by:**

**Department of Children's Services  
Office of Information Systems**

# CFTM CASE PLANNING / ONGOING ASSESSMENT

## Process Description

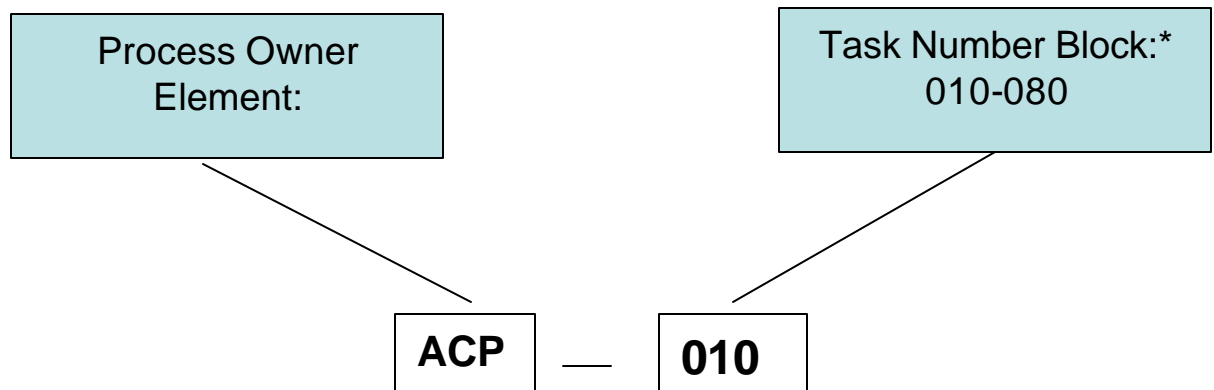


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## Process Element Definitions

**Task:** A unit of work to be completed that is part of the overall process.

Task naming convention:



**Task Owner:** Indicates the person / group that is responsible for performing the task.

**Participants:** Individuals and organizations that are actively involved in the process / task, or whose interests may be positively or negatively affected as a result of process execution or process completion.

**Inputs:** Entry information used specifically to assist in accomplishing the task for which it is aligned. The same input might be applied to multiple tasks.

**Performance Metric:** A quantitative measurement to assess the task's success.

**Performance Steps:** The series of steps necessary to accomplish the given task in such manner that it meets the performance metric provided.

**Outputs / Deliverables:** The deliverables produced from performing the given task using the input information, standard and performance steps to accomplish the outcome. An output might feed several inputs.

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*\*Note – Initial process flows should increment the numbering between steps by 10s. This will allow for additional steps to be inserted in the future without affecting the entire process narrative and flow.*

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**Process Name:** CFTM Case Planning / Ongoing Assessment

**Process Manager:** Elizabeth Black, Shalonda Cawthon, Audrey Corder, Ted Martinez

### Process Description:

The Department of Children's Services will use the Assessment process to engage children and families in a professional helping relationship to identify strengths and underlying needs and to build the child and family team. Any DCS Family Service Worker who has initial contact with a family will initiate the Assessment process including CPS Workers. The Assessment will be updated on an ongoing basis according to program requirements at all relevant decision-making points, and throughout the life of the case as changes occur and progress is made.

All children / youth in the custody of the Department of Children's Services shall have a written permanency plan. The permanency plan is required for children / youth under 18 years old if adjudicated dependent / neglected or unruly, or under 19 years old if adjudicated delinquent. Youth receiving post custody services will also have Independent Living plan, which will be developed in the context of a CFTM.

All permanency plans will be developed in the context of a child and family team meeting (CFTM) and to the extent possible will reflect the consensus of the meeting's participants, while still meeting the Department's responsibility to assure safety, permanency, and well-being. The permanency plan shall establish realistic goals for the family, the child / youth, and the Department necessary to achieve permanency in a time limited manner, while supporting or building permanent connections to responsible adults for children / youth.

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### Interfaces w/ other processes:

Juvenile Justice Process  
Out of Home Services  
Ongoing Family Services

### Process Participants:

CPS Investigator  
DCS Central Intake Worker  
DCS Central Intake Team Leader  
Family Service Worker  
Family Service Team Coordinator  
Family Service Team Leader  
Resource Management Unit  
Juvenile Court Liaison

### Supporting Policy:

Administrative Policies and Procedures: 16.31 BA  
Administrative Policies and Procedures: 11.4

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#### **Task ACP-010: Investigation / Assessment indicates need for services**

**Task Owner:** CPS Investigation Worker, Assessment Worker

**Participants:** CPS Investigation Worker, Assessment Worker, Parent, Family Service Worker, Public or Private Agency, Educational Institution, Court, Other Team Members as determined by the CFT.

**Inputs:** Investigation / Assessment with family and children indicates a need for services.

**Performance Metric:** Investigation / Assessment has been completed within appropriate time frames. (Investigation 60 days, Assessment 45 – 60 days.)

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#### **Performance Steps:**

1. Investigation / Assessment Worker and family, through the Investigation / Assessment process, have determined that the family is in need of services.
2. Investigation / Assessment Worker and family determine a list of potential resources to attend CFTM.
3. An Investigation / Assessment Worker schedules CFTM and invites participants.
4. If this case was initiated through the Assessment track and the Assessment Worker and the family have determined that this case can be resolved with short term services within 90 days from the time of referral, it will be left to the discretion of the Assessment Worker and team leader if the Family Service Worker should be involved at this point. (Regions may always have a FSW involved if resources are available.)
5. If this case was initiated through the Investigation track a Family Service Worker will be identified and be a part of the child and family team.

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#### **Outputs / Deliverables:**

- Child and Family Team identified.
- Investigation / Assessment determination the family is in need of services

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#### **Task ACP-020: Court Intake (Juvenile Justice and Out of Home Services)**

**Task Owner:** Juvenile Court Liaison, Family Service Worker

**Participants:** Juvenile Court Liaison, Family Service Worker, Parent, Child / Youth

## CFTM CASE PLANNING / ONGOING ASSESSMENT

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**Inputs:** Child is placed in the Custody of DCS as a result of being adjudicated Unruly, Dependent, Neglected or Delinquent.

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#### Performance Steps:

1. Court Liaison, Family Service Worker gather information about child and family to initiate comprehensive Assessment.
  2. Family Service Worker engages family to identify persons whom the family considers as support resources and would like to include in the CFT process.
  3. See Juvenile Justice and Child / Family Custody Business Processes
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#### Outputs / Deliverables:

- Open Out of Home Services Case.
  - Initiate / Update comprehensive Assessment
  - Engage Family
  - Identify CFT members
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### Task ACP-030: CFTM Case Planning / Ongoing Assessment

**Task Owner:** CPS Investigator / Assessment Worker, Family Service Worker (Court Intake)

**Participants:** CPS Investigator, Assessment Worker, Family Service Worker, DCS Legal, Child, Family, Resource Family, Educators, Facilitator, others as identified by the family (GAL, Church member, medical and mental health).

**Inputs:** Investigation or Assessment determined a need for services or DCS has received a custody referral from the court.

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#### Performance Steps:

1. The focus of the CFTM is child safety, well-being and permanency.
2. The goal of the CFTM is to provide the “least restrictive – least intrusive” intervention.
3. If the child is in DCS custody, the necessity for the child to remain in custody is addressed.
4. The members of the CFT review the outcomes and / or needs identified from Investigation / Assessment or court information.
5. CFT identifies appropriate services for the child and family.
6. In instances of emergency removal, notice to the parties to the case and to the resource parents are given at least seven (7) days notice in advance of the CFTM if the scheduling is done by telephone and ten (10) days in advance if notice is by certified mail.

## CFTM CASE PLANNING / ONGOING ASSESSMENT

### Process Description



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7. Transition from Investigation / Assessment will occur at this CFTM if appropriate.
  - a. If referral originated as a CPS Investigation, this is the point where the case ownership transitions to the FSW for ongoing Assessment, service delivery and case management. CPS Investigator may continue to be involved as a secondary assignee to the case until the Investigation is completed and closed.
  - b. Assessment – If this referral came in down the Assessment Track, the CFT may determine that the Assessment Worker may retain primary responsibility for the case for short-term service delivery for up to 90 days from the date of referral. If determined that the child's safety, well-being and permanency cannot be achieved within the 90-day time frame, then the case will be transitioned to a Family Service Worker for ongoing Assessment, service delivery and case management.
  - c. Court Intake – Custody referrals from the court will be assigned to the Family Service Worker directly and will always attend the CFTM.
8. The Investigation / Assessment Worker / Family Service Worker documents all contacts for scheduling the Child and Family Team Meeting.
9. Additional / potential relative resources are identified at this CFTM.
10. CFT develops Permanency Plan, which includes for example: referrals for services, tasks, persons responsible for tasks and time lines for task completion.
11. Family Service Worker schedules or incorporates the results from EPSD&T into the Permanency Plan and Assessment, if available.
12. Family Service Worker updates the Assessment to reflect health and educational information.
13. If the child / youth remains in custody the initial permanency plan CFTM shall be held within fifteen (15) working days the child's custody date.
14. The Team Leader and Juvenile Court of Venue reviews and approves the permanency plan. In non-custody cases, the Team Leader approves the Permanency Plan.

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#### Outputs / Deliverables:

- Permanency Plan
  - Updated Assessment
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#### Task ACP-040: Ongoing Family Services

**Task Owner:** Family Service Worker

**Participants:** CPS Investigator, Family Service Worker, Court, CFTM Members, Family, Child, Child and Family Support Network, and Service Providers.

**Inputs:** Services identified at the CFTM to optimize family functioning, build family strengths and achieve permanency.



## CFTM CASE PLANNING / ONGOING ASSESSMENT

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#### Performance Steps:

1. Family Service Worker works closely with child and family to assist in completion of tasks and services identified in Permanency Plan.
2. Family Service Worker who maintains primary ownership makes appropriate service referrals and Resource Linkage.
3. If identified health related services are not being provided the FSW notifies the DCS Health Unit for intervention.
4. Family Service Worker maintains contact with Service Providers / Contract Agencies.
5. Depending on the service needs identified by the CFT, specialty support services will be implemented to meet the needs of the child and family. (Specialty Support Services – Interdependent Living, Adoption, ICPC, ICJ, etc.)
6. The Family Service Worker monitors and measures the effectiveness and appropriateness of the services being delivered and may convene a CFTM at any time a change or disruption of services occurs.
7. Family Services Worker documents circumstances about why services cannot be accessed.
8. If identified services are not accessible, DCS or Child's Advocate may file an appeal.

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#### Outputs / Deliverables:

- Service delivery to the child and family.
- Updated Assessment.
- Informed Family of Community Resources

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#### Task ACP-050: Update / Continue comprehensive Assessment

**Task Owner:** Family Service Worker

**Participants:** Family Service Worker, Family Service Team Leader, Family, Child, Service Providers, and Specialty Support Service Staff

**Inputs:** The Assessment will be updated after face-to-face contact with the child and family, contact with service providers (dental, medical, mental health, schools, etc.), at major milestones in the case (court appearances, CFTM, change in placement or service delivery, change in family situation, major life events), or any other information is obtained that may impact the family functioning and stability.

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#### Performance Steps:

1. Family Service Worker shall document the individual and overall risk ratings.
2. Family Service Worker incorporates the results from EPSD&T into the Permanency Plan and Assessment.

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### Process Description



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3. Family Service Worker updates the Assessment to reflect health information (Policy 20A7)
  - a. PEDS Form 0-4
  - b. PSC Form 5-18
  - c. Immunization
  - d. Court Order
  - e. The name of the PCP (Primary Care Provider) if the child has a regular doctor.
  - f. Insurance Information / PCP (Primary Care Provider Information)
  - g. List of Current Medications.
4. Family Service Worker gathers Educational Information.
5. Child receives Educational Assessment, Individuals Program Plan, school psychological evaluation, and other evaluations as needed.
6. All documented Assessments shall be based upon observations, statements and / or professional opinions that can be verified by case documentation or contact with the collateral sources.

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### Outputs / Deliverables:

- Updated comprehensive Assessment

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### Task ACP-060: CFTM Case Planning / Ongoing Assessment

**Task Owner:** Assessment Worker (If maintaining case responsibility for up to 90 days), Family Service Worker

**Participants:** Assessment Worker, Family Service Worker, DCS Legal, Child, Family, Resource Family, Educators, Facilitator, others as identified by the family (GAL, Church member, medical and mental health), If a subsequent CPS referral has been received, a CPS Investigator may also be involved.

**Inputs:** Family receiving Ongoing services.

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### Performance Steps:

1. The focus of the CFTM is child safety, well-being and permanency.
2. The goal of the CFTM is to provide the “least restrictive – least intrusive” intervention.
3. If the child is in DCS custody, the necessity for the child to remain in custody is addressed.
4. The members of the CFT review the outcomes and / or needs identified from ongoing Assessment or additional court information.
5. CFT reviews the effectiveness of services provided to the child and family; the CFT may recommend or identify additional services or recommend a modification to the service provision.
6. The Family Service Worker / Assessment Worker documents all contacts for scheduling the Child and Family Team Meeting.

## CFTM CASE PLANNING / ONGOING ASSESSMENT

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7. Additional / potential relative resources are identified at this CFTM.
8. CFT updates Permanency Plan based on the outcome of the Assessment, which includes potential change in services or additional services being provided.
9. Family Service Worker schedules or incorporates the results from EPSD&T into the Permanency Plan and Assessment, if available.
10. Family Service Worker updates the Assessment to reflect health and educational information.
11. If the child / youth remains in custody the initial permanency plan CFTM shall be held within fifteen (15) working days the child's custody date.
12. The Team Leader and Juvenile Court of Venue reviews and approves the permanency plan. In non-custody cases, the Team Leader approves the Permanency Plan.

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#### Outputs / Deliverables:

- Updated Permanency Plan
  - Updated Assessment
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#### Task ACP-070: Continue Ongoing Services?

**Task Owner:** Family Service Worker

**Participants:** Family Service Worker, Family Service Team Leader, Child and Family, Service Providers, CFT Members

**Inputs:** CFTM convened to review effectiveness of services being delivered to the child and family and determines the family's level of progress.

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#### Performance Steps:

1. CFT members review Assessment information and evaluate the progress on the Permanency Plan to determine if child's safety, well-being and permanence have been met.
2. CFTM makes a determination whether continuation of ongoing services is necessary.
3. If CFT determines ongoing services are still needed, please refer back to Task 040, "On-going Family Services" and continue the process.
4. If CFT determines ongoing services are no longer needed, then a referral to community resources will be made.
5. Any changes in service should be reflected in an updated Permanency Plan.

#### Outputs / Deliverables:

- Determination if ongoing services need to continue
- Update Permanency Plan

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### Task ACP-080: Inform Family of Community Resources

**Task Owner:** Family Service Worker

**Participants:** Family Service Worker, Family, Child (ren), Community Resources

**Inputs:** CFT has determined that ongoing services are no longer needed.

**Performance Metric:**

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**Performance Steps:**

1. If the family and Family Service Worker determines during the Assessment that the family could benefit from services and those services are available through the community, the worker will make the appropriate referral for the family to the community resources.
2. Families have the option of declining services.
3. Family Service Worker closes referral.

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**Outputs / Deliverables:**

- Informed Family of Community Resources

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## **Stakeholder Sign-Offs**

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**Elizabeth Black, Executive Director Office of Child Permanency** **Date**

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**Shalonda Cawthon, Executive Director Office of Child Safety** **Date**

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**Audrey Corder, Executive Director Family and Child Well-Being** **Date**

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**Ted Martinez, Executive Director Office of Juvenile Justice**  
**Date**